

Firm Foundations for the Future

Progress Report
First Quarter FY 2014



CITY OF SAN ANTONIO
**ANIMAL CARE SERVICES
DEPARTMENT**



We Celebrate.
We Remember.



Randy Murdock

**October 11, 1949 -
February 12, 2014**



On February 12, 2014, Animal Care Services lost a very special member of our family.

Animal Care Services Advisory Board Member Randy Murdock was a man filled with compassion and kindness.

Representing District 7 on the Animal Care Services Advisory Board, his unyielding support for making San Antonio a better community for pets and their owners guided his daily life.

His fellow Advisory Board Members, ACS Staff, Volunteers, & Partners echo the sentiments of ACS Director, Kathy Davis:

"A true Hero who valiantly advocated for our pets and never met a pet he didn't love instantly. His insight and guidance as a Board Member will be missed immensely."

Thank You for your enormous contribution, Randy.

Animal Care Services and the City of San Antonio are better places because of you.

Dedicated Animal Advocate

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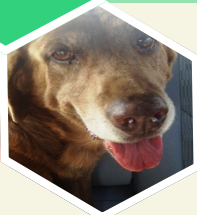
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MISSION STATEMENT

Animal Care Services' mission is to encourage responsible pet ownership by promoting and protecting the health, safety, and welfare of the residents and pets of San Antonio through education, enforcement, and community partnership.



Not Without My Siblings!

Rhonda, Donna, and Barbara are all co-workers at ResCare, a company that offers residential and support services, education, vocational training, and job placement for people of all ages and skill levels. Rhonda came to ACS looking for a new puppy and fell in love with a little fluffy lady—one of six in a litter. Rhonda told her co-workers about her adoption experience at ACS, her new bundle of joy, and her brothers and sisters who were all looking for their new homes. Donna and Barbara adopted 2 more in the litter. Three co-workers adopted three pups to keep them together. Now Kash Tucker, Parker, and Annie June get frequent play dates as they grow up together.



THE DIRECTOR'S DESK

Two years ago, ACS revised the Department's Strategic Plan with an eye towards supporting three critical priorities: 1) Enhanced Enforcement; 2) Controlling the Stray Population; and 3) Increasing the Live Release rate. Many of this past year's achievements have resulted in significant highs born out of ACS' continued focus on innovation and partnership.

ACS closed out Fiscal Year 2013 on a strong note with a historic Live Release rate of 77%. We've hit the ground running in the first quarter of FY 2014 where we achieved a Live Release rate of 79% for all pets, and nearly 88% for our healthy/treatable pets. While we have seen a decrease in pet intake for FY 2013 and the first quarter of FY 2014, this can be attributed to a 15% (433) decrease in stray pets brought in over-the-counter and total decrease in cats from the effects of increased TNR efforts—we took 36% (689) less cats this first quarter than in the first quarter of FY 2013. More importantly, we continue to see a decrease in the total number of pets euthanized—from 19,645 in FY 2011 to 6,797 in FY 2013, a **65% decrease**.



As a municipal shelter, it has been a remarkable first quarter filled with many successes, but our work is far from done. The department is working on a myriad of initiatives in FY 2014 aimed at helping increase kennel capacity through the opening of the Brackenridge Pet Facility in October 2013 and building of additional kennels at the Animal Defense League scheduled to open Fall 2014, getting our pets out the door quicker through the reduction in the stray hold period for those with an identified live outcome, controlling the stray population by requiring spay/neuter after the first impoundment, and holding pet owners more accountable through the adoption of civil citations, just to name a few.

As I close, I'd like to acknowledge the passing of two amazing gentleman. Randy Murdock, one of our ACS Advisory Board Members, and a valued member of our ACS family left us suddenly in February 2014. His passion for making San Antonio a better community for people and pets is surpassed only by his love for his wife and kids. He truly was an asset to our Board and played a key role in supporting major ACS initiatives that have aided in our success.

Fearless animal-welfare advocate, Founder and former Executive Director of the Petco Foundation, Paul Jolly, passed on March 7, 2014 after a two-year battle with Amyotrophic Lateral Sclerosis (ALS). Paul dedicated his entire life to saving animals. This past October 2013, we opened the Brackenridge Pet Facility where the adoption center is named after Paul. The facility serves as a fitting tribute to the incredible work Paul did and we are grateful that we were able to share this tribute with Petco, Inc. and the Petco Foundation.

We are confident that our success will continue thanks to the support of ACS staff, volunteers, ACS Advisory Board members, community partners, and the public.

Thank You,

Kathy Davis





KEY INITIATIVES - UPDATE

Community Partnerships Key to Brackenridge Pet Facility

Amidst welcoming barks and meows, Animal Care Services opened the new Brackenridge Pet Facility on October 25, 2013 on the grounds of our former city shelter razed in 2008. Joined by partners Petco Corporate, San Antonio Pets Alive!, Pet Shotz, and the Petco Foundation, ACS hosted a “housewarming” for the \$5.4 million dollar new campus which features a welcoming pet adoption center, public spay/neuter and wellness clinic, and a special events pavilion. The center was made possible, in part, thanks to a joint \$1 million dollar donation from Petco, Inc. and the Petco Foundation. In recognition of their generosity, the clinic and pavilion bear the Petco name for five years while the adoption building will permanently honor Paul Jolly, a longtime Petco employee, founder of the Petco Foundation and nationally known animal welfare advocate.

Shaded by a centuries old Heritage oak tree, the 8,200 square foot Paul Jolly Center for Pet Adoptions includes indoor/outdoor kennels, “get acquainted” areas, puppy housing, and a cattery for feline adoptions. Housing is available for up to 56 dogs and 30 cats. The addition of this facility will have a significant impact on animal welfare; the partnerships generated and subsequent powerful relationships forged between people and animals that this new campus will help create for many years to come is a key component to the City’s No-Kill goal.

The new center will make it easy for local residents to adopt a new member of their family as well as learn more about responsible pet ownership with an on-site clinic offering a variety of services for both dogs and cats including low cost vaccinations, heartworm testing and microchip services as well as affordable spay/neuter surgeries offered to the community.

Special events like adopt-a-thons and obedience training classes are held in the campus’ open air pavilion which is available for public reservation. The 2,400 square foot medical clinic is expected to conduct 4,000 free or low cost spay/neuters in its first year of operation. The adoption center is projected to complete at least 3,000 pet adoptions during the same time frame.



ACS Advisory Board Members Mona Thaxton (District 8), Mike Dowdell (District 4), Dr. Shannon Espy (District 2), Karen Speer (District 5), Randy Murdock (District 7), Rita Braeutigam (District 9), Cynthia Martinez (District 1), Sallie Scott (District 10), and Rod Sanchez (Mayoral) attend the Grand Opening of the Brackenridge Pet Facility.



Dr. Fretorry Rogers and Dr. Ellen Jefferson, with Pet Shotz and SAPA, respectively receive the “keys” to the facility from Deputy City Manager, Erik Walsh (far left), ACS Director, Kathy Davis (right) and Mayor Julian Castro (far right).

Paul Jolly Center for Pet Adoptions

210 Tuleta • San Antonio, Texas • 78212

(Across from the SA Zoo in Brackenridge Park)



NOW OPEN!



(210) 651-2559

www.sanantoniopetsalive.org



Spay + Neuter Clinic

210 Tuleta • San Antonio, Texas • 78212

(Across from the SA Zoo in Brackenridge Park)

NOW OPEN!

Low-Cost Vaccines!
Low-Cost Spay/Neuter!



(210) 735-1004

www.petshotzinc.com

KEY INITIATIVES - UPDATE



FY 2014 Initiatives

On the heels of the most successful year in shelter history, Animal Care Services proposed a multitude of new initiatives designed to bolster the community's No Kill goal. ACS finished Fiscal Year 2013 with a historic 77% Live Release rate for *all* pets coming into the shelter—an incredible increase from a 32% placement rate two years ago. Striving towards an even higher placement rate for FY 2014, the shelter identified a number of new initiatives which support an increase in live release, enhanced enforcement, while encouraging responsible pet ownership. FY 2014 Initiatives include:

INITIATIVE	DESCRIPTION	TIMELINE
Stray Hold Period Reduction	Change Chapter 5 of City Code to reduce the mandatory stray hold period by 1 day for pets with an identified live outcome. Require that ACS cannot perform any euthanasia services on healthy/treatable pets until 3 days, not including day of impoundment.	City Council Approval: Dec. 2013 Full Implementation: Jan. 2014
Spay/Neuter Requirement for 1st Impoundment	Modify Chapter 5 of City Code to require all roaming pets that are returned to their owner following their first impoundment to be altered within 30 days of conditional release. Establish tracking mechanism to assist with enforcement efforts.	City Council Approval: Nov. 2013 Full Implementation: Feb. 2014
Conversion of Brooks Facility to Quarantine Facility	Extend contract with Brooks Development Authority for 1 year and convert the Southside Auxiliary Shelter (Brooks facility) into a state-approved quarantine facility. Transfer all adoptable pets to ACS' main campus and all quarantined pets to the Brooks facility.	State Approval: Nov. 2013 Transfer of Pets: Nov. 2013 City Council Approval: Dec. 2013
Civil Citations	Amend Chapter 20 of City Code to allow the issuance of civil citations in addition to criminal citations. Civil citations give ACS the authority to impose administrative penalties in order to provide an equitable, expeditious, effective, and inexpensive method to enforcement activities.	City Council Approval: Nov. 2013 Full Implementation: Jan. 2014
FY 2014 Media Campaign	Enforcement and responsible pet ownership focused media campaign within targeted neighborhoods. New street banners will augment billboards in key target neighborhoods tied to the CNSI program. ACS messaging on multiple local radio stations as well as television spots and show appearances.	Creative Finalized: Dec. 2013 Campaign Begins: Feb. 2014
Increased Capacity at Animal Defense League	Utilize \$2.2 M Bond Funds to construct kennels at Animal Defense League (ADL). Once built, only pets rescued from ACS will be housed in kennels. New kennels will be maintained and operated by ADL increasing capacity by 3,000 pets annually.	City Council Approval: May 2013 Ground-Breaking: Feb. 2014 Estimated Completion: Nov. 2014
Modification of Invoicing Procedures	Modify current invoicing and billing process to require all owners are held accountable for services provided regardless of their decision to keep or surrender ownership of their pet. Improve and automate the collection process.	Initiated: Dec. 2013 Anticipated Completion: FY 2015
Clinic & Puppy Room Expansion	Add additional puppy cages in the back of Building 3 in lieu of existing cabinets. Build a modular spay/neuter building and convert existing clinic into an isolation center for improved treatment increasing capacity and Live Release rate.	Idea Generated: Oct. 2013 Puppy Room Construction: Early 2014 Anticipated Clinic Completion: End of FY 2014



KEY INITIATIVES - UPDATE

Media

The ACS Public Information Office division began Fiscal Year 2014 with a strong awareness and media component tied to the opening of the new Brackenridge Pet Facility. High profile media connected to the new shelter and clinic translated into 79 media interactions in the first month of the fiscal year with 37 and 47 stories recorded in November and December, respectively.

Highlights include articles in the nationally publicized Best Friends (November issue) and Animal Sheltering (November issue) magazines as well as successful promotion of the shelter's first "Whiskers in Wonderland" city-wide adoption event resulting in 99 adoptions at ACS and 299 across the city! As the shelter moves into the year, the division will roll out a comprehensive community awareness campaign enhanced by locally-based "street advertising."



WHISKERS IN WONDERLAND
A CITY-WIDE ADOPTION EVENT

BRING HOME LOVE & HOLIDAY CHEER

DECEMBER 7TH & 8TH
FROM 11AM - 6PM

ADOPTION FEES:
DOGS \$40 CATS \$15

LOCATIONS:

- SAN ANTONIO PETS ALIVE! (210 TULETA)
- ANIMAL DEFENSE LEAGUE (11300 NAC0000CHES)
- S.A. HUMANE SOCIETY (4804 FREDERICKSBURG ROAD)
- ANIMAL CARE SERVICES (SAPA) (4710 STATE HIGHWAY 151)

SPECIAL THANKS TO:  Best Friends

Councilman's New BFF

A civil servant's job is never done.....Just ask Council Cat, the newest administrative aide at City Council District 1's Field Office. Council Cat wasn't always a rising star in municipal government. This sleek gentleman came to District 1 after Councilman Diego Bernal challenged his team to come up with ways to further support the community's No-Kill goal. An office cat from the ACS shelter seemed like a win-win—providing not only a furry stress reliever, but a hands on way for the district staff to amp up their involvement.

After deciding on a male black cat, District 1 staff met their would-be council consultant at the shelter. Love walked in on four ebony paws. A brief adoption process and a quick neuter later, Council Cat took the helm as "Chief Cat of Constituent Services" at the District 1 Field Office. In addition to attending meetings and greeting constituents, Council Cat also heads up District 1 inter-office security and treat seeking.

Councilman Diego Bernal says encouraging his staff to adopt a shelter cat was an easy decision...and a responsible one.



"Adopting a pet from ACS isn't just about providing a home for a needy pet. Having a dog or cat that's vaccinated and sterilized changes that pet's life for the better as surely as it changes our own."

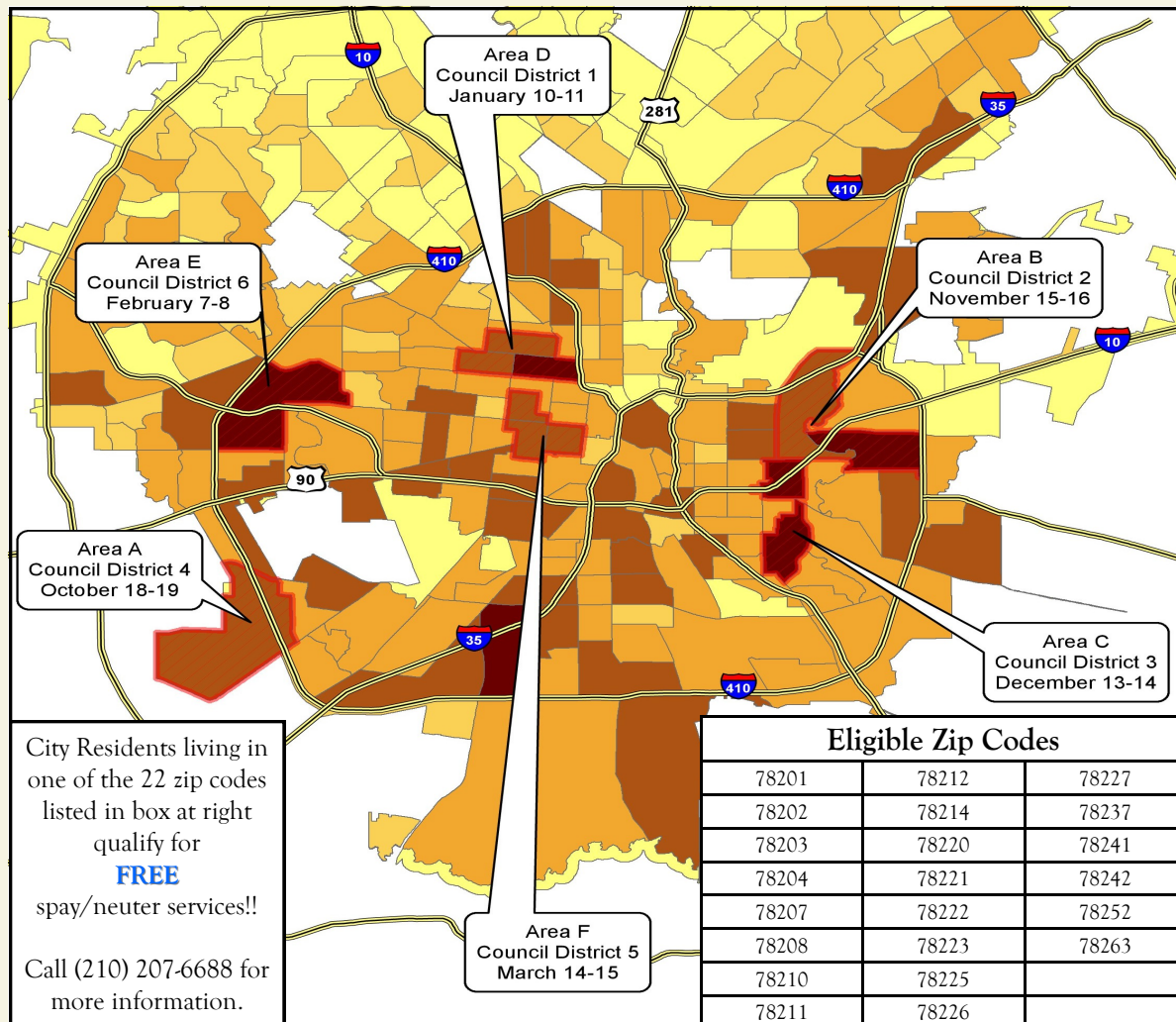
— Councilman Diego Bernal, District 1 —

Thanks to the staff of District 1 for giving Council Cat a unique and loving home.



The Comprehensive Neighborhood Sweeps Initiative (CNSI) began its third consecutive year in its all-inclusive services and programs emphasizing responsible pet ownership offered to targeted areas within the community. Through staff/volunteer block walking efforts, over 6,500 homes were provided information on sterilization services, City ordinances, and low-cost vaccination clinics resulting in over 465 free rabies vaccinations/city licenses administered and issued. These efforts were followed by an enforcement period conducted by ACS Sweeps Officers where 190 stray and roaming animals were impounded off of City streets. ACS will continue the program in 7 more targeted areas and increase the number of zip codes for free spay/neuter from any of our Spay/Neuter Initiative Partners to 22 eligible zip codes for FY 2014.

CNSI Area	Area A	Area B	Area C	TOTAL
Council District(s)	4	2	3	N/A
Block Walk Month	Oct	Nov	Dec	N/A
Volunteers	28	12	12	52
Homes Visited	2,742	1,849	1,915	6,506
Rabies Vaccinations Provided	161	185	340	465
City Licenses Issued	161	185	340	465
Violations Issued	6	16	10	32
Return-to-Owner (Field)	-	1	4	5
Animals Impounded	64	89	37	190



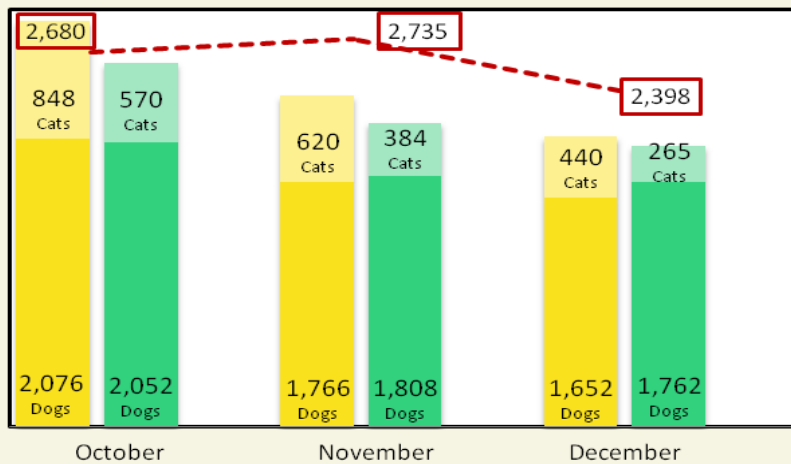
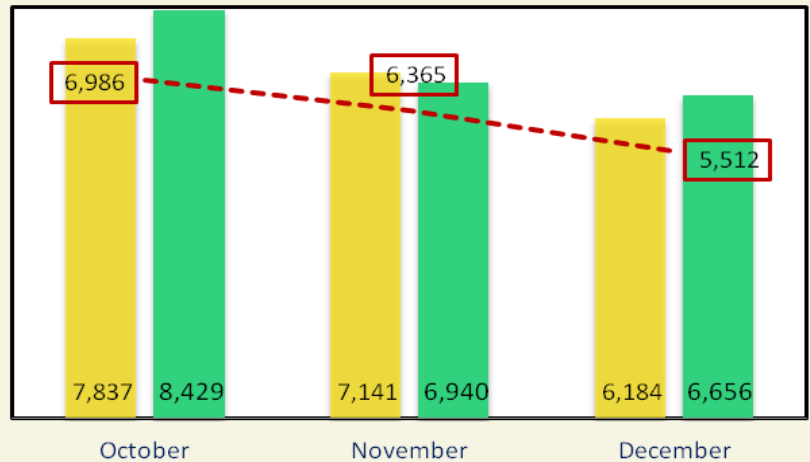


ENFORCEMENT INDICATORS

Animal Care Services' (ACS) first strategic priority is to enhance the department's enforcement efforts. Animal Care Services is responsible for protecting the health and safety of citizens and their pets in San Antonio. During the first quarter of FY 2014, the department received 22,025 call-for-service requests, impounded 6,841 pets, and issued 1,355 citations and warnings.

Call-for-Service Requests

This measurement compares the total call-for-service requests received in the first quarter of FY 2014 to those received in FY 2013. This measurement also includes the FY 2014 monthly target amount. While there is an increase in total call-for-service requests, the increase can be attributed to an increase in the number of Officer-initiated requests and Officer follow-up calls.

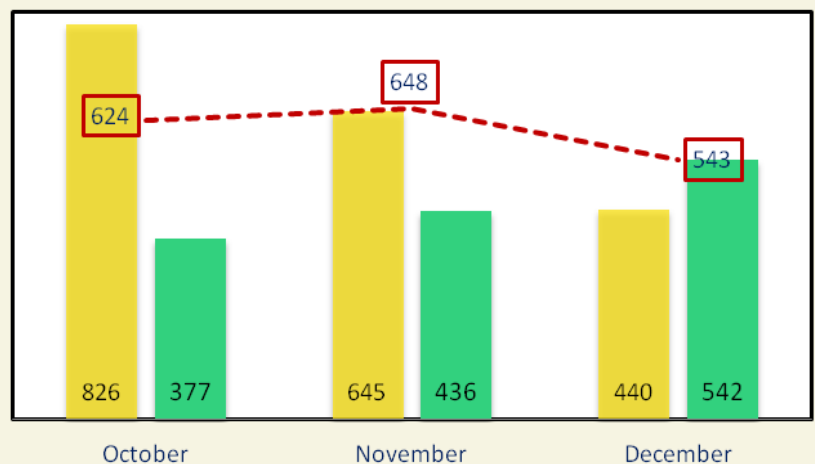


Impoundments

This measurement provides the total number of pets impounded at ACS. This measurement includes field and over-the-counter (OTC) intake as well as those pets impounded and returned-to-owner while in the field. The department's Year to Date (YTD) actual is 6,841 pets, which is 13% (973) lower than the YTD target of 7,814 pets. The decrease in impounds is due, in part, to the reactive nature of OTC intake, the positive effects of the City's Trap-Neuter-Return (TNR) cat program, and the County bringing in less pets than allotted as part of their contract with ACS. **There is an increase in FY 2014 over FY 2013 in the number of dogs impounded.**

Violations

This measurement lists the total number of citations and warnings issued to those in violation. Examples of violations include: no licensing and/or rabies vaccination, animal bite, and roaming free of restraint. The department's YTD actual is 1,355, which is 25% (440) lower than the YTD target of 1,795 citations and warnings. With the adoption of the Civil Citation process in the Fall of 2013 and full implementation in early 2014, the department expect to end the fiscal year on target.



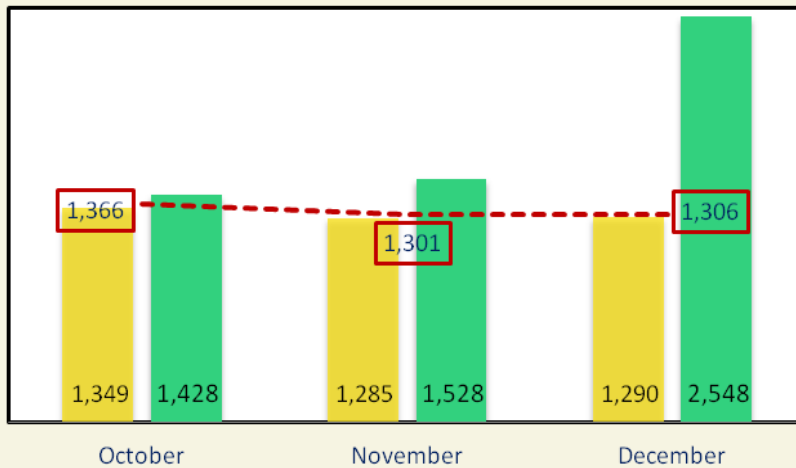
■ FY 2013 Actual ■ FY 2014 Actual - - - FY 2014 Target

ENFORCEMENT INDICATORS



Additional measurements used to evaluate ACS' first strategic priority of enhanced enforcement include the number of city licenses issued, the number of dogs designated as aggressive/dangerous and the number of cruelty cases filed with the District Attorney's Office. The last two measurements are included to show that ACS views enhanced enforcement as important and will take steps to ensure public safety as well as laws are being followed. During the third quarter of FY 2013, the Department issued 5,524 city licenses, designated 8 dogs as aggressive or dangerous, and filed 11 animal cruelty cases.

City Licenses

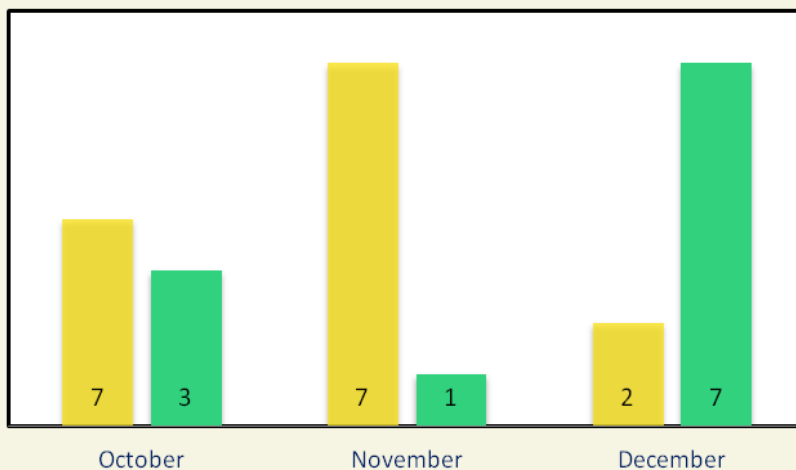
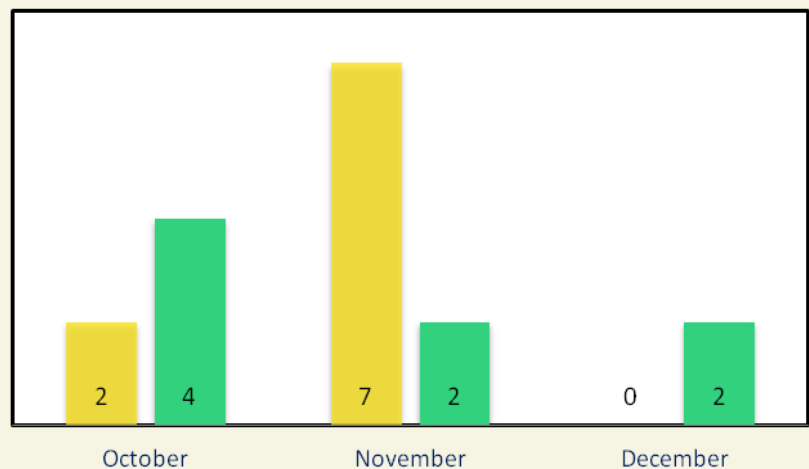


This measurement shows the total number of licenses issued by ACS during the first quarter of FY 2014. This includes licenses purchased at ACS, online, as well as any offsite licensing events. The department's YTD actual for FY 2014 is 5,524, which is 39% (1,552) higher than the YTD target of 3,972 licenses.

Aggressive/Dangerous Dog Designations

This measurement provides the total number of animals designated as aggressive, dangerous, or are part of a serious bodily injury case.

*This measurement does not include investigations, but rather actual designations only. There are no targets established. This measurement is for information purposes only.



Cruelty Cases

This measurement provides the total number of cases of animal cruelty against an offender filed with the Bexar County District Attorney's Office.

*This measurement does not include investigations, but rather actual cases filed with the DA only. There are no targets established. This measurement is for information purposes only.

■ FY 2013 Actual ■ FY 2014 Actual - - - FY 2014 Target

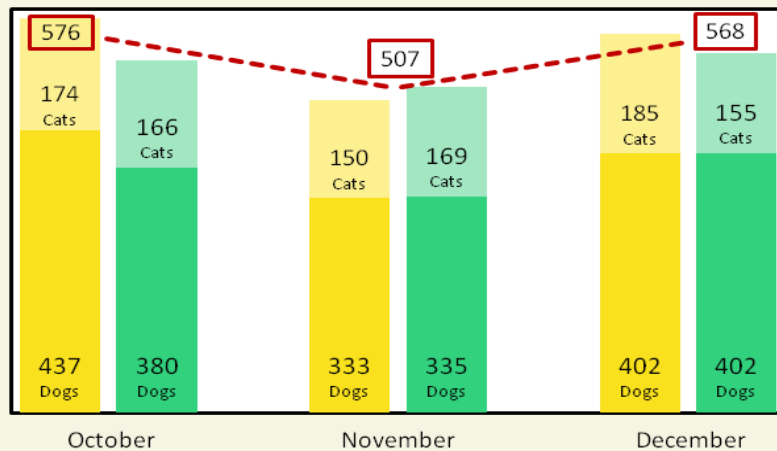
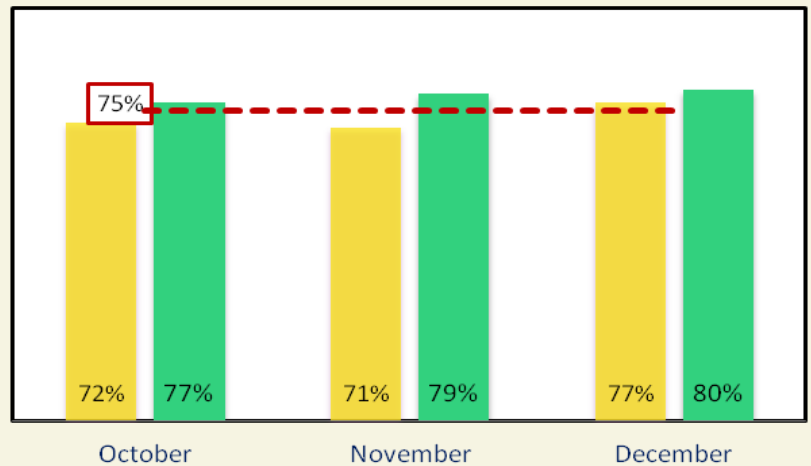


LIVE RELEASE INDICATORS

Animal Care Services' (ACS) second strategic priority is to increase its "Live Release" rate. The Live Release rate is calculated as the percentage of Adoptions + Rescues + Return-to-Owners (RTOs) + Trap-Neuter>Returns (TNRs) out of the total number of dogs and cats outcomed. In FY 2013, ACS achieved a 77% live release rate, the highest in the department's 60-year history. However, the department's Year-to-Date (YTD) FY 2014 rate is setting new precedence—with a 79% average Live Release rate. In the first quarter, 1,609 pets went to their forever homes, and 2,870 pets were transferred to our Rescue partners.

Live Release Rate

This measurement compares the FY 2014 Live Release rate to the FY 2013 actual and FY 2014 target. Outcome rates include the total Adoption, Rescue, Return-to-Owner (RTO), and Trap-Neuter-Return (TNR) statistics. The department's YTD Live Release rate is 79%, which is 6% higher than the FY 2013 YTD of 73%.

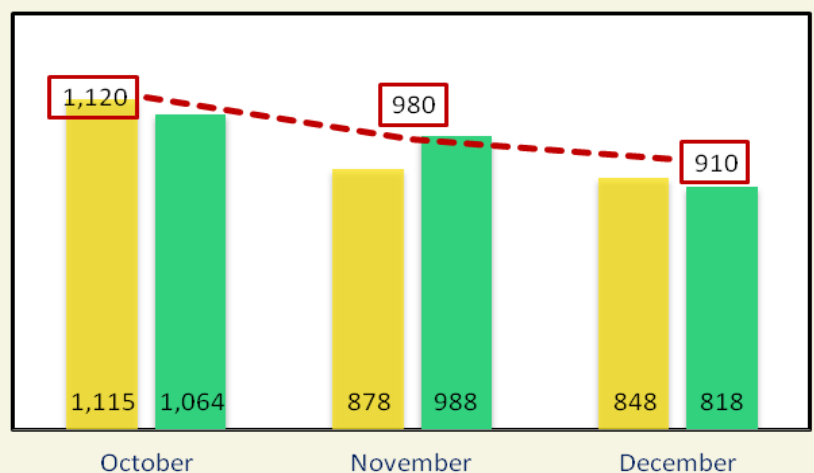


Adoptions

This measurement lists the total number of pets adopted at ACS (including any satellite or offsite locations) during the first quarter of FY 2014. The department's YTD actual is 1,609, which is 4% (72) less than the FY 2013 YTD of 1,681 adoptions. The department is planning an aggressive Summer adoption campaign and expects to exceed the department's total FY 2014 adoption target.

Rescues

This measurement lists the total number of pets transferred to approved ACS rescue partners in the first quarter. Approved ACS rescue partners are individuals/organizations who assist in finding new homes for pets from ACS. The department's YTD actual is 2,870, which is 14% (472) lower than the YTD target of 3,342 rescued pets. The fall/winter months are typically slower periods for rescue groups. In conjunction with the Spring puppy/kitten season as well as the opening of the Brackenridge Pet Facility, the department expects to meet or exceed the FY 2014 target of rescued pets.

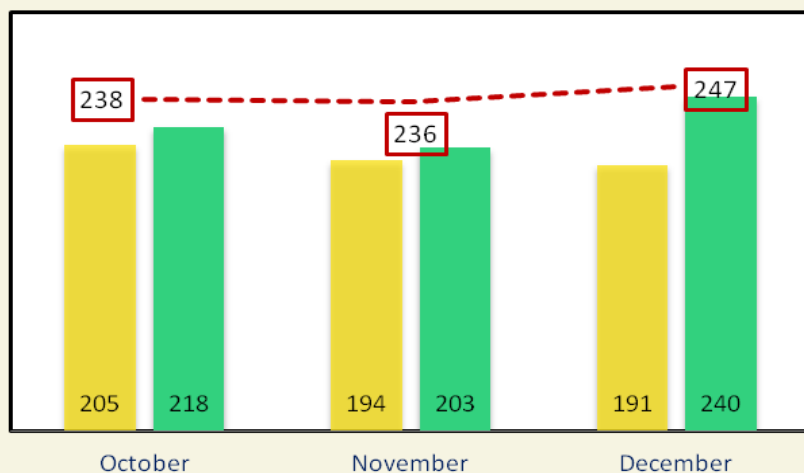


■ FY 2013 Actual ■ FY 2014 Actual - - - FY 2014 Target

LIVE RELEASE INDICATORS



Additional measurements used to evaluate ACS' second strategic priority of increasing its Live Release rate include Return-to-Owner (RTO), Trap-Neuter-Return (TNR), and Foster. In the third quarter, 661 pets were returned to their owner (RTO) and 161 cats were placed in the Trap-Neuter-Return (TNR) program. 405 were pets entered in the ACS Foster Program, alleviating shelter capacity and allowing ACS to humanely care for more pets.

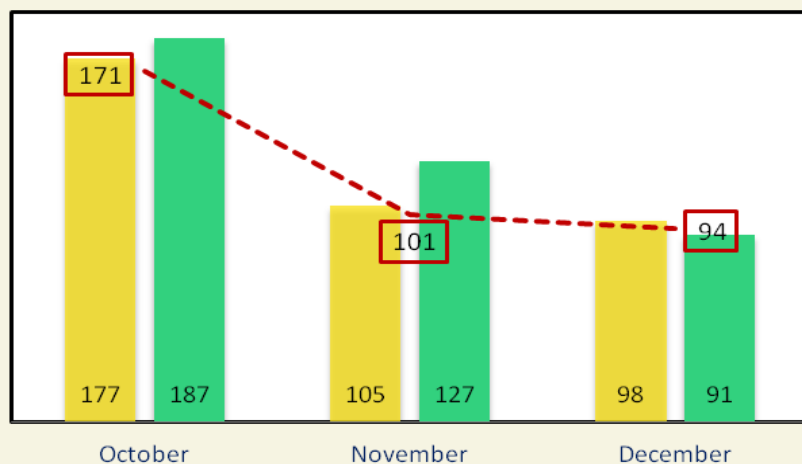
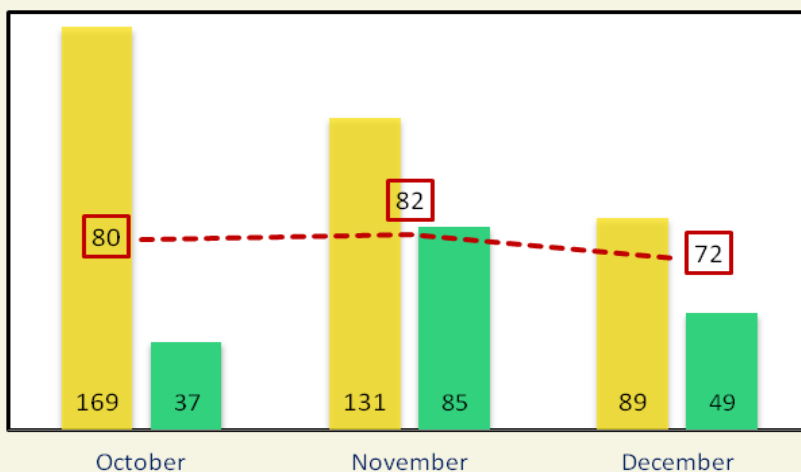


Return-to-Owner's (RTO's)

This measurement compares the total number of pets that were returned to their owner (RTO). This measurement includes pets returned-to-owner at the shelter as well as impounded and returned-to-owner in the field. The department's YTD actual for FY 14 is 661 RTO's, which is 12% (71) more than the FY 2013 YTD actual of 590 RTO's. The department's RTO rate has increased from 6% of total live outcomes in FY 2012 to just over 12% of total live outcomes in FY 2014 YTD.

Trap-Neuter-Return's (TNR's)

This measurement compares the total number of cats that have entered into a Trap-Neuter-Return (TNR) program through ACS or through a grant with Best Friends Animal Society. The department's YTD actual is 171 TNR's, which is 27% (62) less than the YTD target of 233 TNR's. More cats cannot be entered into either TNR program because of the decreased feline intake and high live release outcomes. Our Live Release rate for healthy/treatable cats for the first quarter is nearly 99%, a remarkable achievement.



Fosters

This measurement compares the total number of pets entering into the ACS Foster Program. The department's YTD actual is 405, which is 11% (39) more than the YTD target of 366 fostered pets.

*This measurement does not affect the Live Release rate as animals in foster are still under ACS' care.. This measurement is for information purposes only.

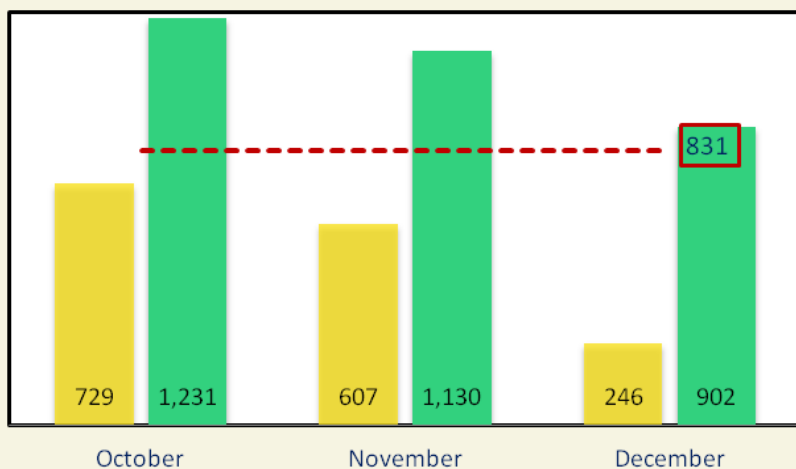
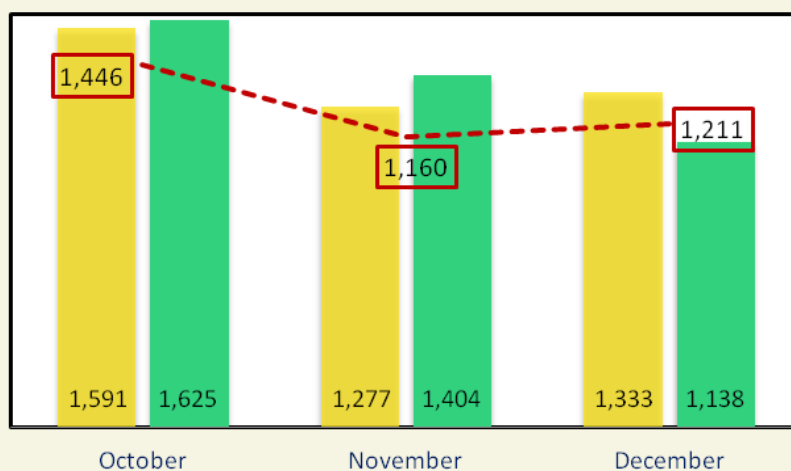


CONTROL INDICATORS

Animal Care Services' (ACS) third strategic priority is to improve the control of the stray pet population. Through continued efforts such as increased spay/neuter surgeries, Comprehensive Neighborhood Sweeps Initiative (CNSI), and improved licensing, the City should see a reduction in roaming pets as well as lower pet intake over time. During the first quarter of FY 2014, ACS completed 4,167 in-house surgeries. Our partners added to that number by performing 3,263 surgeries funded by ACS. 6,333 deceased dogs and cats were picked up by the City's Solid Waste Management Department.

Surgeries (ACS)

This measurement provides a comparison of the total number of spay/neuter surgeries performed at ACS for the first quarter of FY 2014 to the same time period of FY 2013. The department's YTD actual for FY 2014 is 4,167, which is 9% (350) more than the YTD target of 3,817 surgeries.

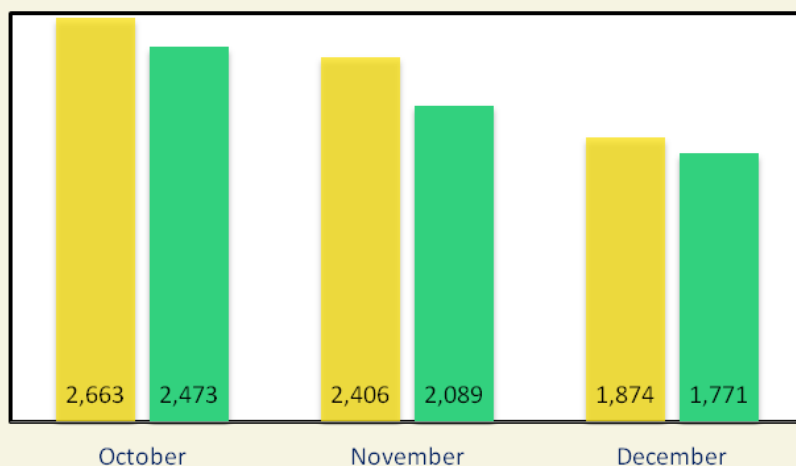


Surgeries (Partners)

This measurement lists the total number of free spay/neuter surgeries funded by ACS (\$515,000) and performed by one of our 5 spay/neuter partners benefitting residents in 22 targeted zip codes.. The YTD actual is 3,263, which is 34% (834) more than the YTD target of 2,429 surgeries.

Deceased Dog/Cat Pick-Up

This measurement provides the number of deceased dogs or cats picked up the City's Solid Waste Management Department.



*In previous Department Progress Reports, this measurement depicted all deceased animal pick-up (including livestock, rodents, etc.). In an effort, to place a more centralized focus, the department will now be reporting dog & cats only. This measurement does not include established targets. This measurement is for information purposes only.

■ FY 2013 Actual ■ FY 2014 Actual - - - FY 2014 Target

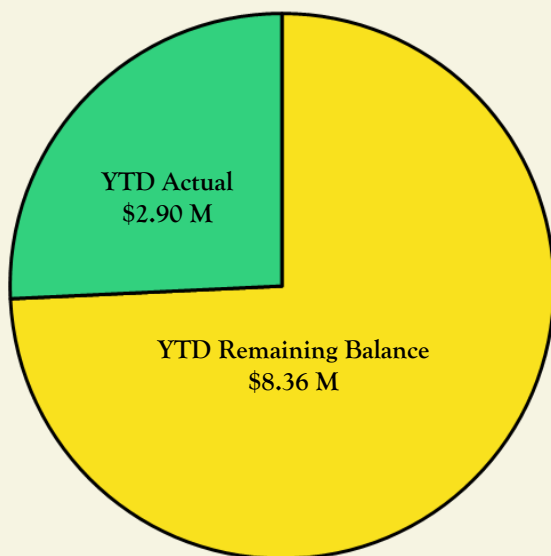
FISCAL REPORT



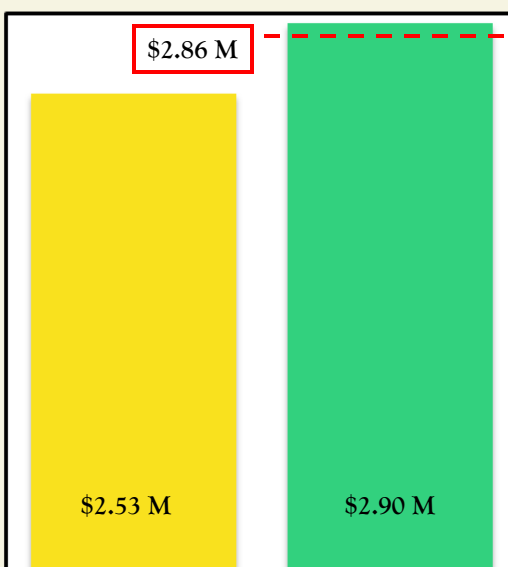
In FY 2014, the Annual Budget for ACS totals \$11.26 million, an increase of \$350,000 from the FY 2013 Adopted Budget. ACS also decreased personnel (through retirement and attrition) from 137 positions in FY 2013 to 130 positions in FY 2014.

The first quarter FY 2013 actuals show the department slightly over budget. From October through December, ACS has spent \$2.90 million which is \$40,000 more than the department's planned amount (\$2.86 M). The department continues to identify a variety of cost-saving measures.

FY 2014 Budget Summary



FY 2014 ACS Budget: \$11.26M



FY 2013 Actual

FY 2014 Actual

Cross Country Road Trip: My New FURever Home!

When Bob came to San Antonio to attend a training seminar at Petco's Corporate office, he had no idea he'd be leaving with a new friend!

Bob and ten other Petco employees from all over the country volunteered their time and assisted ACS with a variety of projects while they were in town. Berkleigh, a 1.5 year old Labrador Retriever blend, was on her last day, and like some pets in a shelter setting, was depressed and shy—so she wasn't getting very much attention from prospective adopters. Something about her big brown eyes just tugged at Bob's heart and, before he left for the day, had adopted her. Not planning to fly home with a new forever furry friend, Bob had made arrangements for a co-worker to hang onto her while he made plans to fly her back home to Ohio. In a twist of fate, Bob's flight home was cancelled; he took it as a sign that Berkleigh couldn't wait to meet her new family. Bob rented a car and drove from San Antonio back home to Ohio; Berkleigh in his passenger seat smiling from ear-to-ear.

Berkleigh has fit in great in Ohio with Bob, his wife and their three other dogs. While she's still getting used to snow, her new favorite thing is snoring on the couch.





CITY OF SAN ANTONIO
**ANIMAL CARE SERVICES
DEPARTMENT**

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San Antonio, Texas 78227
(210) 207-4PET
<http://www.saacs.net>

